Lake County Sheriff's Office

104 East Erie Street   Painesville, Ohio 44077   440-350-5501

Sheriff Daniel A. Dunlap   sheriffdunlap.org

The Lake County Sheriff's Office is now accepting applications for the position of:

Information Technology Systems Support (Painesville)

Applications may be obtained and must be completed at:
Lake County Sheriff's Office   104 East Erie Street   Painesville Ohio 44077
The Lake County Sheriff's Office is an Equal Opportunity Employer/ M.F.H.V.

The desired candidate enjoys problem solving, and is analytical, deductive, reflective, abstract, and can work on by themselves. The successful candidate must be able to administer, troubleshoot, and maintain systems in a 24x7 production environment. Duties include administration of Microsoft Servers, IIS, SQL Server, and other applications.

REQUIRED TECHNICAL ABILITIES:
- Install and configure Windows Operating Systems on Dell and other brand machines.
- Install and configure hardware components.
- Install, configure, and maintain software applications to support end users.
- Collect important data from computers with appropriate technologies for troubleshooting Install, configure, and maintain Mobile terminals, Netmotion, SQL server and other applications.
- Technical knowledge of current and legacy hardware -- especially data drives (SCSI, IDE, SATA, etc.).
- Install and configure server management software.
- Maintain Active Directory (add, remove, edit users, etc.), DNS and DHCP environments.
- Deploy and maintain security patches for Microsoft Windows server and workstation operating systems and Microsoft Applications.
- Active knowledge of Microsoft applications such as MS-Office and MS-Exchange.

REQUIRED NON-TECHNICAL ABILITIES:
- On call with rotating technical support pager on monthly basis.
- Ability to travel to client sites on a short notice.
- Ability to work extended hours when problems arise.
- Ability to follow instructions to produce desired results.

- Excellent customer service skills.
- Keen sense of ownership of work.
- Ability to remain calm and courteous in challenging situations.
- Drug screening and random testing.

DESIRED ABILITIES AND TRAITS:
- Experience with Microsoft management applications, and SQL.
- Proficient troubleshooting desktop and server hardware.
- Knowledge of network security implementation.
- Experience in coordination of technical assistance such as: ensuring proper documentation, tracking, escalation, follow-up and resolution of all incidents.
- Excellent communication and interpersonal skills.
- Proficient problem solving and analytical skills, particularly with Servers, Printers and other computing equipment.
- Ability to interact effectively in a team environment.
- Aptitude to multitask workloads.
- Good administrative and organizational skills.
- Willingness to work overtime and vary hours as required.
- Ability to resolve difficult customer situations and escalate issues when appropriate.
- Desire to take ownership of projects and technologies.
- Demonstrate consistent follow-through on assigned tasks.
- Ability to prioritize tasks and complete assignments in a timely manner.
- Demonstrate ability to balance quality of work with task completion.

SUCCESSFUL CANDIDATE MUST:
- Pass a background security check.
- Pass a polygraph test.
- Have a valid driver's license.

REQUIRED EDUCATION:

The person shall have an Associate or Bachelor's degree in Information Systems or related area and/or 1-3 years of experience in system administration.

COMPENSATION:

Industry competitive -- Base salary with benefits package